

Cisco Customer Experience (CX) Offer for the Virtual Visitation Solution

Enable correctional institution visitations without physical contact

You need a simple and secure remote video conferencing solution that can scale as your needs change. But your IT department does not have the time to plan and implement the complex changes required to meet state and local guidelines and regulatory requirements. That's why Cisco has created a trusted and reliable solution that allows your agency to:

- Provide a new and effective way for families and attorneys to connect with inmates
- Proceed with court hearings, without requiring inmate transportation
- Reduce the costs and risks for legal service providers to travel to institutional premises
- Record the audio and video of inmate-visitor interactions for the purposes of future reference in compliance reviews and investigations, with the exception of any visit covered by attorney-client privilege
- Deploy a highly scalable and intelligent solution with automation to enable auto-connect and auto-disconnect, and auto-record and no-record options

With our decades of experience partnering with government, Cisco's team of experts can help you design and implement a virtual visitation solution that is secure and reliable.

Benefits

- **Collaborate safely** with a secure real-time video conferencing solution deployed in the cloud
- **Easily schedule meetings** with a custom user interface designed for correctional institutions
- **Meet compliance standards** with a secure solution that builds in appropriate workflow checks and balances
- **Deploy quickly** by leveraging Cisco® experts who have created a repeatable solution

Rapidly implement a secure and reliable virtual visitation experience

The Cisco CX offer for Virtual Visitation can help correctional institutions like yours rapidly design, implement, and deploy a real-time voice, video, and data connectivity solution that allows inmates to visit with family members, consult with attorneys and participate in court hearings. It empowers your agency to:

- Maintain daily operations, including constitutionally guaranteed services, remotely
- Deliver critical services without physical contact
- Enhance collaboration across agencies

Our solution includes hardware and services, as well as an easy-to-use scheduling portal designed specifically for interactions with inmates in correctional institutions. It features simplified visitor-to-inmate scheduling, a station officer dashboard, and an IT administrator configurator. Plus, with Cisco you get a scalable solution that leverages your existing network and services.

The virtual visitation solution is designed to integrate easily with Webex® Meetings and Webex Teams™, any existing inmate management system, the SMS gateway, and your email notification system. Cisco experts perform the integration and testing work as part of the solution, so you can rest assured your system will be secure and reliable, in as little as two weeks.

Next steps

Empower your agency to maintain operations during a lockdown or quarantine situation by contacting your Cisco account manager or authorized reseller today.

Explore all of Cisco's lifecycle collaboration services and software support options. Visit:

- [Collaboration services](#)
- [Software Support](#)

Figure 1. Easy-to-use visitor portal

